

ABSTRACT OF THE DISCLOSURE

In the support fee setting apparatus, user's name and a grade for service are stored in a one-to-one correspondence. Points derived from a responding activity to an inquiry from a user are converted to an amount according to the grade of the user by using a point conversion table. An amount is set for each grade, and the support fee is computed as a total of the amounts and the actual cost for the responding activity to the inquiry from the user.

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